

Kate Samsa
Instructional and Technical Writing
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Contract

This letter confirms our verbal agreement for writing and developing procedural documentation for the EFS System User Manual. This contract begins on Tuesday, May 19, 1998.

The agreed billing rate for work on this contract is \$50 per hour. Chargeable time for services includes consultation, interviewing, writing, editing, designing, proofreading and other tasks normal and incidental to the completion of this project. Travel related expenses are reimbursable, if not prearranged by Export Finance Systems, Inc.

An estimate for writing services as discussed on this project is 100-110 hours. This estimate does not include changes to the project design or software that may impact the user manual content.

My deliverable will be to provide all documentation on diskette (MSWord 7.0) and one complete laser hard copy. If needed, I am also willing assemble one complete user manual to be used as a model for the production process.

An invoice will be submitted at the completion of the project unless the project exceeds 30 days. If the project extends, invoices will be submitted on a twice-monthly basis. Invoices are payable in full within ten days of receipt.

This contract may be terminated by either party with verbal or written notice.

Kate Samsa
Instructional and Technical Writing

Signed: Kate Samsa

Dated: May 19 1998

Robert Martin
Sr. Vice President & Chief Operating Officer

Signed: Robert Martin

Dated: May 26, 1998

Export Finance Systems, Inc
44 Montgomery Street
Suite 1308
San Francisco, CA 94104

Preliminary Outline for Updating EFS System User Manual

Objectives:

- Add new information supporting software changes
- Upgrade design, format and presentation
- Integrate new screen shots into material
- Restructure presentation of material by using step by step procedures

Suggestions:

- New manual cover page and side bar
- Section titles for each section divider
- Double side the pages (for less paper and bulk)
- Add a header and footer to the page design
- Use pages numbered as 1.1, 2.3, etc. for quickly locating information and easy updates
- Add a date of release in the footer, so subsequent updates to material are easily identified e.g., 6-98 or June 1998

Preliminary Outline Ideas for Text:

Title Page

Copyright Page

Table of Contents

Section 1: Overview/System Description

- What the system is
- Its purpose
- What it does – its major components
- Flow chart or some supporting visual

Section 2: Entering Exporter and Buyer Information

- Introduction – what this section covers
- Entering Information Procedures with screen shots
- Editing Information Procedures with screen shots

Section 3: Entering Credit Limits Information

- Introduction what this section covers
- Procedures with screen shots

Section 4: Entering and Updating and Changing Orders – Will this be included in the new software upgrade and require a new section?

EFS System Overview

Sample header and footer